

PALO ALTO SUPPORT SERVICE

SERVICE DESCRIPTION SD027



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1. SERVICE OVERVIEW

All bold and capitalised Terms throughout this Service Description are described in the [Glossary and definition of Terms](#).

1.1 SERVICE SUMMARY

The Palo Alto Support Service provides Customers with remote telephone-based technical Support through Softcat's Palo Alto certified engineers. Additionally, Softcat's engineers will provide technical assistance recommendations, updates for Software Support queries, as well as hardware repair and replacement support.

Where a Customer requires assistance or information on how to resolve an issue, Softcat's experienced Palo Alto certified engineers will work with the Customer to establish a resolution or workaround. Any proposed resolution, workaround or configuration will follow Palo Alto's best practices and recommended implementation approaches. Where a hardware issue is identified on a Supported Product, a Component or part will be despatched to support the resolution of the hardware issue, dependant on the level of Support taken.

Where the Customer requires a resource outside of the contracted Service to apply changes, Fixes, or configurations, they have the ability to access Softcat's Professional Services. Should the Customer require these additional services, they can contact their Softcat Account Manager for more information.

The Service comprises:

- 24x7x365 access to log Support Cases ("**Softcat Support**")
- Providing remote, telephone based technical Support for Palo Alto ("**Technical Support**")
- Triage and resolution or workaround of hardware faults ("**Hardware Break-Fix Support**")
- Software advisory Support, updates, and recommendations ("**Software Support**")
- A point of contact and escalation ("**Service Delivery Associate**")

Optional Add-Ons are chargeable extras and, where required, will be quoted, and confirmed on the Work Order:

- Providing a named Service Delivery Manager, service reviews and service reporting ("**Service Delivery Manager**" (Optional Add-On))

Together, the above comprise the "**Palo Alto Support Service**", referred to as the "**Service**" within this document.

The Service is delivered in accordance with the following ISO standards:

- ISO 20000
- ISO 27001
- ISO 9001
- ISO 22301

Unless otherwise stated in the Work Order, and in addition to any terms set out in this Service Description, the following apply to the delivery of the Service set out in this Service Description:

- Softcat Terms and Conditions: [T&Cs](#)
- The Data Processing Agreement: [DPA](#)

1.2 SERVICE FEATURE TABLE

Palo Alto Support Service	
Softcat Support	
Log Support Cases 24x7x365 ¹	✓
Online Support portal to track and log calls	✓
A minimum of two (2) Customer Contacts	✓
Technical Support	
Remote technical Support	✓
Hardware Break-Fix Support	
Hardware break-fix	✓
Engineer to site option available	Optional
Software Support	
Access to vendor portal	✓
Access to vendor hotfixes and service patches	✓
Access to vendor Software downloads & firmware	✓
Managed escalation to vendor Support Centre	✓
Configuration advisory Support	✓
Service Delivery Associate	
Contact and escalation	✓
Service Delivery Management (Optional Add-On) ²	
Named Service Delivery Manager	✓
Service reports and reviews	✓

¹Requests are acted upon within contracted coverage hours, as confirmed in the Work Order. Case logging is subject to the Service Levels of the coverage and referral provided by the vendor/partner.

²"Optional" and "Optional Add-On" means a chargeable extra. Where a chargeable extra is chosen by a Customer, this is confirmed on the Work Order.

2. SERVICE DETAIL

2.1 SOFTCAT SUPPORT

Authorised Customer Contacts have access to Softcat Support around the clock and on any day of the year ("24x7x365")¹.

Customer Contacts should raise a Case primarily via the Support portal, where the Case type will be assessed, defined and communicated and the priority level will be agreed with the Customer. Where Service Levels apply to the management of a Case, these will be confirmed on the Work Order. For any Case which the Customer believes to be urgent, the Customer Contact must report to Softcat by telephone.

¹Requests are acted upon within contracted coverage hours, as confirmed in the Work Order. Case logging is subject to the Service Levels of the coverage and referral provided by the vendor/partner.

2.2 TECHNICAL SUPPORT

Palo Alto Support delivers remote, telephone-based expert Technical Support. Softcat will Support the Customer to the extent that it can be determined whether any issue being experienced lies with Palo Alto, or not.

Technical Support includes troubleshooting, and the management and resolution of Customer logged Cases related to Palo Alto Next-Generation Firewall ("NGFW"). These Cases are logged via the Softcat Support portal, email, or telephone by a Customer Contact.

Diagnosis of Cases will be carried out by assessing the details raised by the Customer, and where required, remote access to view the Case occurring in the Customer's Operating Environment. Should any configuration changes be required to resolve the Case, these will be supplied to the Customer Contacts so that they can apply these to the environment.

2.3 HARDWARE BREAK-FIX SUPPORT

Where Hardware Break-Fix Support is included in the Service, a Service Level will be aligned to the Supported Products and confirmed in the Work Order.

Where a Hardware issue is identified following triage, a replacement Component or Supported Product (whichever is applicable) will be dispatched to support the resolution of the Case. Where the Customer has purchased a Service Level which includes an onsite engineer, the engineer will replace the faulty part(s) and bring the Supported Product back to a working state.

Softcat typically provides three (3) types of optional hardware fault Service Levels:

- Next business day (NBD) parts-only
- Four (4) hours parts-only
- Onsite (four (4) hours engineer to site)³

³Engineer on site within four (4) hours of vendor RMA (Return Material Authorisation) approval to assist with removal of faulty unit and racking of replacement unit.

2.4 SOFTWARE SUPPORT

Fixes or workarounds for Software issues will be provided to Customer Contacts in line with this Service Description.

Vendor Software support and access to software updates, firmware updates and patches are included in the Service. Where applicable and required, Softcat will escalate Software issues to the Vendor Support Centre and manage the Case with the vendor.

Customers must keep their relevant vendor partner programme Software Support Contracts continuous with their underpinning vendor Agreements, prior to taking the Service with Softcat. If any support Agreement has not been continuous, the Customer must disclose this to Softcat, including any relevant monies that are unpaid. Any additional charges (relating to outstanding vendor partner programme costs) will be confirmed on the Customer's Work Order. In circumstances where the Customer does not or cannot confirm any outstanding monies, Softcat may apply such additional charges retrospectively after the Contract Start Date.

2.5 SERVICE DELIVERY ASSOCIATE

The Service Delivery Management team is a point of contact and escalation for any services detailed within the Work Order. The Service Delivery Management Team is available during standard UK Working Hours.

A named Service Delivery Manager, service report and service reviews are available for an additional charge. Customers can request this by contacting their Softcat Account Manager. This will then be detailed in the Work Order.

2.6 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

At an additional cost Customers can have access to a named Service Delivery Manager who will act as a point of contact and escalation for the Service during standard UK Working Hours.

The aligned Service Delivery Manager will produce service reports and deliver service reviews as agreed. As part of the service review, they will run through the report in more detail and discuss and capture any other Service-relevant actions.

Reporting provided will detail performance against pre-defined KPIs and Service Level targets, with various Case details.

3. SERVICE LEVELS

3.1 SOFTCAT SUPPORT ¹

Softcat offers a response metric, which is Softcat's commitment to raise a Case within a given time from when the report is made to Softcat Support.

In the table below, the Service Level target column is the percentage of reports responded to within the response metric, for example: 95% of Cases logged as a P1 are responded to within fifteen (15) minutes.

The response metric for Case is shown in the table below:

Priority	Description	Response metric	Service Level target
Priority 1 (P1)	Business impacted or imminent impact expected within four (4) hours; full Customer Site outage; a business-critical system or Supported Product is not working; Customer cannot perform business critical functions; loss of revenue; risk of severe reputational damage; all End-Users unable to perform business critical roles.	<15 Minutes	95%
Priority 2 (P2)	Partial Customer Site outage; loss of redundancy; a non-business-critical system or Supported Product is down; Customer experiencing a high degradation in Service; risk to revenue generation; multiple End-Users unable to perform business critical roles.	<30 Minutes	95%
Priority 3 (P3)	Single End-User issue that prevents them from performing business-critical elements of their role; multiple End-Users affected by an identical issue that does not prevent them from performing their roles; reduction in redundancy for business-critical systems.	<4 Hours	95%
Priority 4 (P4)	Single user issue that does not prevent them from performing their role or a critical operation; reduction in redundancy for non-business critical systems.	<4 Hours	95%

¹ Requests are acted upon within contracted coverage hours, as confirmed in the Work Order. Case logging is subject to the Service Levels of the coverage and referral provided by the vendor/partner.

Category type	Description	Service coverage hours	Response metric	Fulfilment target	Service Level target
Request ⁴	Request – Working Hours only	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	5 Working Days	95%

⁴Unless specified otherwise, any requests are subject to the above metrics.

3.2 HARDWARE BREAK-FIX SUPPORT

A variety of Service Levels for an engineer being on site to address an issue (“Engineer Response”) and the remediation of any issues (“Engineer Fix”) are available for the Supported Products. ⁵

Hardware issues will be resolved within the agreed Service Level after the completion of the triage process. Service Level options will be discussed with each Customer and the agreed Service Levels will be confirmed on the Work Order.

Should an Engineer not be required, then (“Parts Only”) is an additional option available.

The Hardware Break-Fix Support service includes advisories of configuration changes and recommendations of upgrades to the Supported Products.

Any applicable Service Level commences at the earlier of a) the diagnostics having been completed, and b) an RMA being identified, providing all required information is captured/communicated to Softcat to remedy the Supported Problem.

Where a Supported Product is replaced pursuant to the Support Service following an RMA, the device with which it is replaced shall automatically take the place of the faulty device as a Supported Product.

⁵Only included where the relevant vendor/partner Support contract is in place.

4. CUSTOMER RESPONSIBILITIES

4.1 SOFTCAT SUPPORT

- a. The Customer should ensure that Customer Contacts are skilled in or knowledgeable of the Customer's Operating Environment, have sufficient access rights and be of a sufficient proficiency to apply the recommendations that are provided as part of this Service.
- b. Prior to Service commencement the Customer should provide:
 - i. The Customer's admin on Softcat's ticketing platform must maintain at least two (2) Customer Contacts for the purposes of Support and continuity; and
 - ii. Any relevant Key Information e.g. models, serials, tenancy, Subscription.
- c. When raising a Case the Customer Contact should provide, when requested by Softcat:
 - i. Valid and applicable serial numbers for the affected Supported Product(s) and location;
 - ii. Reasonable visibility of system logs, configuration files and error messages;
 - iii. Details of Software versions and configuration;
 - iv. A description of the symptoms and other devices or services impacted;
 - v. Confirmation when the issue first occurred and if it has occurred before (where possible provide previous Case references);
 - vi. Details of any recent changes or projects implemented prior to the issue being raised;
 - vii. Details of all Fixes, configuration amendments and updates performed already to attempt to resolve prior to raising the Case;
 - viii. To what extent the issue is affecting operation of the Customer's business;
 - ix. The number of End Users impacted and their location;
 - x. Contact details of the Customer Contact; and
 - xi. Details of any trouble-shooting steps already undertaken.
- d. Implementation of best practice recommendations advised by Softcat.
- e. Direct Support for End-Users. Customers should ensure the Customer's staff are trained to refer all Cases to the Customer Contact in the first instance, and not permit persons other than a Customer Contact to approach Softcat to register Cases.
- f. Provide thirty (30) days' Notice to Softcat of any requested addition(s) to the Supported Product list
- g. Use the Service only for the business purposes of the Customer and keep all access credentials and certificates, which Softcat may provide to allow access to the Service, safe and secure, and not share them with any third party without Softcat's prior written consent.
- h. Not use or attempt to use or misuse the Services in any way that is criminal or otherwise unlawful in any relevant jurisdiction.

4.2 HARDWARE BREAK-FIX SUPPORT

- a. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
- b. Unless otherwise stated as Supported under this Service Description or as Supported Products in the Work Order: the management or maintenance of, or Software associated to:
 - i. devices used by End-Users;

- ii. datacentre infrastructure including compute, storage, networking, and other hardware in the Customer's Operating Environment;
 - iii. user authentication Services; and
 - iv. connectivity, including the method, hardware, or protocol of connecting the Supported Product to the Customer's Operating Environment.
- c. Avoid the use of Components or Software which are/is:
- i. unauthorised by Softcat (or where consent has not been received);
 - ii. not purchased via a route approved by the manufacturer or vendor of the Component or Software;
 - iii. 'grey' products, being devices or Components purchased through unauthorised channels e.g. from overseas); and
 - iv. devices or Components excluded from Support by the vendor or manufacturer (e.g. where a Product is End of Life (EOL)).
- d. Ensure that all Supported Products are insured for full replacement value against loss or damage and against all prudent and normal insurance risks.
- e. Keep each Supported Product at the original installation site, and not move it without notifying and receiving approval from Softcat.
- f. Maintain structured and network cabling in the Customer's Operating Environment and/or its connections to the Supported Product(s).
- g. Provide assistance where possible in troubleshooting any failed hardware prior to initiating the Hardware Break-Fix procedure.
- h. Provide the name of a point of contact prior to delivery of replacement Components or Supported Product(s).
- i. Take all reasonable precautions to ensure the health and safety of Softcat employees and Softcat agents who are attending the Customer Site.
- j. Provide any necessary security authorisation and physical access to the Supported Products so that the Service can be provided.
- k. Following any Break-Fix process that results in the replacement of devices, the Customer is responsible for providing complete and accurate inventory information for the new devices to Softcat when requested. This information must be provided within five (5) Working Days of the replacement. The inventory details should include, but are not limited to, device type, model, serial number, and any other relevant identifiers. This will enable Softcat to update its records, ensuring that the data held for the Customer remains accurate and up to date. Failure to provide this information in a timely manner may impact Softcat's ability to deliver effective Support and maintain accurate asset records.
- l. If requested by Softcat, provide reasonable access to the Supported Product(s) through an internet connection to establish a data communication link between the Supported Products and the Softcat Support engineer. This is so that problems may be diagnosed and, where possible, corrected remotely.
- m. Following an RMA, the Customer shall retain all packaging for the replacement Supported Product and shall use the same, or provide packaging of similar performance, for the return of the faulty device. The Customer shall take all due care to pack the faulty device in such a way as to protect it from damage during transit. Following completion of an RMA, Softcat shall have the right to charge the Customer for the replacement Supported Product if the replaced Supported Product in question has not been returned as directed by Softcat within five (5) Working Days of delivery of the replacement Supported Product.

4.3 SOFTWARE SUPPORT

- a. Unless otherwise stated as Supported under this Service Description or as Supported Products in the Work Order: the management or maintenance of, or Software associated to:
 - i. devices used by End-Users;
 - ii. datacentre infrastructure including compute, storage, networking, and other hardware in the Customer's Operating Environment;
 - iii. user authentication services; and
 - iv. connectivity, including the method, hardware, or protocol of communicating with the Customer's Operating Environment.
- b. Avoid Software which is/are:
 - i. unauthorised by Softcat (or where consent of Softcat to their use has not been received);
 - ii. not purchased via a route approved by the vendor or manufacturer;
 - iii. Software (including, but not limited to, 'grey' Products, being Software purchased through unauthorised channels e.g. from overseas); or
 - iv. Software and/or devices and/or Components excluded from Support by the vendor or manufacturer (e.g. where a Product is End of Life).
- c. If requested by Softcat, provide reasonable access to the Supported Product(s) through an internet connection to establish a data communication link between the Supported equipment and the Softcat Support engineer. This is so that problems may be diagnosed and, where possible, corrected remotely.
- d. Where the Service includes Software, the Customer acknowledges that the Service can only be provided if they have entered into an End-User License Agreement ("EULA").
- e. Provide, except where these do not exist, network diagrams and topologies of the technology infrastructure in which the Supported Products are embedded.
- f. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
- g. Customers must keep their relevant Service Software Support Contracts continuous with their underpinning vendor Agreements, prior to taking the Service with Softcat. If any Support Agreement has not been continuous, the Customer must disclose this to Softcat, including any relevant monies that are unpaid. Any additional charges will be confirmed on the Work Order. In circumstances where the Customer does not or cannot confirm any outstanding monies, Softcat may apply such additional charges retrospectively after the Contract Start Date.
- h. Data backup - the Customer shall maintain a separate backup system or procedure that is not dependent on the Products, materials or Services provided under this Agreement such that lost or altered Customer files, data or programs can be reconstructed.

4.4 SERVICE DELIVERY ASSOCIATE

- a. Keep Customer Contact list up to date to allow Service Delivery Associates to provide the Service effectively.
- b. Provide advanced notification to Softcat Support of any planned maintenance that could have an impact on any hardware or Software that Softcat provide Services for.
- c. Provide advanced notification to Softcat Support of any planned decommissioning of Softcat-related equipment or Software.

4.5 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

- a. Provide email distribution list for any service reports or communication, where applicable.
- b. Keep Customer Contacts up to date in ticketing Platform (ServiceNow) to allow Service Delivery Managers to provide the Service effectively.
- c. Provide advanced notification to Softcat Support of any planned maintenance that could have an impact on any hardware or Software that Softcat provide Services for.
- d. Provide advanced notification to Softcat Support of any planned decommissioning of Softcat-related equipment or Software.

5. NOTABLE EXCLUSIONS

5.1 SOFTCAT SUPPORT

- a. At an additional cost the Customer can request project and design work, including Professional Services by contacting their Account Manager for a quote.
- b. Anything not explicitly stated in this Service Description is not included in the Service and therefore excluded.
- c. Engineers will endeavour to meet response metric, however elements outside of Softcat's control may have an impact on this.
- d. The Service does not include security analytics, security policy and rule base management.

5.2 HARDWARE BREAK-FIX SUPPORT

- a. Equipment or technology, listed as Supported Products:
 - i. which Softcat reasonably believes is counterfeit or procured from a region not authorised by the vendor (also known as 'grey market'), stolen or second-hand;
 - ii. which Softcat reasonably believes is not in good working order at the Contract Start Date; and
 - iii. where third-party Components have been installed (such as memory) which were not manufactured by or certified by the vendor of the Supported Product.
- b. Consumable items, where these have been identified as Consumable items by the vendor.
- c. Repair or replacement of Supported Products which, in Softcat's opinion (acting reasonably) are beyond economical repair.
- d. The Customer will be additionally charged (at Softcat's then current rate) in addition to the previously agreed Fees, should it be deemed that the Supported Products, Components or labour supplied to the Customer are required as a result of the Customer being in breach of any of the conditions, obligations, or undertakings in this Service Description or otherwise the Contract, or are required to bring the Customer back within those contractual obligations.

5.3 SOFTWARE SUPPORT

- a. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is counterfeit or procured from a region not authorised by the vendor (also known as 'grey market'), stolen or second-hand.
- b. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is not in good working order at the Contract Start Date.
- c. Softcat Service Levels will not apply to the resolution or workaround of any Software issues, and Support is provided on a reasonable endeavours basis. Only response metrics apply to Software issues.
- d. Support where recommendations based on vendor guidelines have not been implemented by the Customer, unless agreed otherwise by the relevant vendor in writing.
- e. Software, Operating System, and firmware Support for Supported Products that are EOS.
- f. Software Support for Supported Products that are excluded from Support by the vendor.
- g. Remediation of the effects of a vendor-recommended patch on the Supported Product.
- h. Field engineer attendance to resolve issues (unless stated as included elsewhere in this Service Description).

- i. Where, following vendor-recommended best practice, Softcat advises that use of the latest release of Software will correct a reported Software problem, but the Customer chooses not to do this, Support for that Software could become limited.

5.4 SERVICE DELIVERY ASSOCIATE

- a. Any reporting or service reviews.⁵
- b. Service Delivery Associates will not act as a project manager or in any other capacity outside of the activities described in this Service Description.

⁵ This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

5.5 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

- a. Any bespoke reporting or service reviews.⁵
- b. Service Delivery Managers will not act as a project manager or in any other capacity outside of the activities described in this Service Description.

⁵ This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

6. SERVICE ACCEPTANCE AND ONBOARDING

Following receipt of a Customer purchase order, Softcat will confirm the Contract by sending a Work Order and the partner access authorisation form, which is usually undertaken online via DocuSign.

For any RMAs the cooling off period for this Service will be at least thirty (30) days after the Activation Date.

Following the acceptance of the Contract, the Onboarding Period will begin. This is the period in which any pre-requisite dependencies for the service are completed, for example the collation of the Key Information. If there is a requirement for any additional assessment of the Customer's Operating Environment following Softcat's receipt of the Key Information, this will be undertaken during the Onboarding Period.

The Activation Date for the Service will be the day on which the Onboarding Period ends and is signed off as complete by the Customer, or five (5) days after the Onboarding Period has completed (whichever is the sooner).

Where any Key Information requested by Softcat is outstanding at the Activation Date, Softcat's obligation to deliver the Service shall be subject to reasonable endeavours.

7. SERVICE BILLING AND CONTRACT TERM

The billing frequency and the Initial Term will be agreed with the Customer and confirmed in the Work Order.

Where a Supported Product is added during an existing Term of the Service, where possible the Support for that Supported Product will co-terminate with the existing Contract Term. Where this is not possible, Softcat will seek to agree a Term with the Customer for the additional Supported Product(s).

Unless it is stated on the Work Order that the Service will not Auto-Renew ⁶, or written notice is given by either Party to the other of its intention not to renew the Contract at least thirty (30) Working Days before the expiry of the Initial Term or any subsequent Renewal Term, the Service at the expiry of the Initial Term or any subsequent Renewal Term will be renewed automatically for a further term of twelve (12) months on the same Terms and Conditions as detailed within the Contract.

⁶The state of Auto-Renew will be reflected in the 'service specific section' of the Work Order.

8. TERMS AND CONDITIONS

8.1 OVERVIEW OF TERMS AND CONDITIONS

The delivery of the Service to the Customer shall be governed by Softcat's terms and conditions and the Work Order. Softcat's terms and conditions and the other agreements listed below.

- Softcat's terms and conditions: <https://www.softcat.com/terms-and-conditions-uk/>

Capitalised terms in this document shall have the meaning set out here:

<https://www.softcat.com/documents/glossary-and-definition-of-terms.pdf>, unless they are defined in the terms and conditions. In the event of any discrepancy or conflict between the terms and conditions and this Service Description, this Service Description shall take precedence.

For the purposes of the relevant Work Order and this Service Description, the term "Service" shall be interpreted as an "Annuity Service".

8.2 DATA PROCESSING AGREEMENT AND ACCEPTANCE OF THE CONTRACT

By signing the Work Order, the Customer agrees to the Data Processing Agreement (DPA), available here: <https://www.softcat.com/documents/Softcat-Services-DPA2019.pdf>

The DPA shall be a separate agreement to the Contract (and no liability shall arise (i) under this Contract in respect of the Processing, or (ii) under the Processing Agreement in respect of the remaining aspects of providing or using the Annuity Services).

If, in the absence of a signed Work Order but following receipt of this Service Description, the Customer provides a purchase order for the Services and/or instructs Softcat to provide the Services, the Customer shall be deemed to have accepted the terms and conditions of the Contract, including the Service Description and the DPA.

8.3 ISO STANDARDS

The Service is fully compliant with the following ISO standards, ensuring the highest levels of quality, security and continuity:

- **ISO 20000** – Focuses on IT service management, ensuring that service are aligned with business needs and adhere to best practices. By following ISO 20000, the Service guarantees that the IT service management processes are efficient, effective, and continually improving to meet Customer evolving demands.
- **ISO 27001** – Dedicated to information security management systems. It helps organisations protect data and manage security risks systematically. Compliance with ISO 27001 ensures that robust security measures are in place to safeguard sensitive information, mitigate risks and respond promptly to security Incidents.
- **ISO 9001** – Addresses quality management systems. It ensures that the Service consistently meets Customer requirements and strives for continuous improvement. By adhering to ISO 9001, the Service

demonstrates commitment to delivering high-quality services that enhance Customer satisfaction and operational excellence.

- **ISO 22301** – For business continuity management systems, helping organisations prepare for a respond to disruptive Incidents. Compliance with ISO 22301 ensures that the Service has comprehensive plans and procedures in place to maintain business operations during unforeseen events, thereby minimising downtime and ensuring service continuity.

